

Section A

CPS General Information



NIH CONTRACTOR PERFORMANCE SYSTEM



General Information

About CPS

[Home](#)

In production since December 1996.

Multiple Agency, Shared File System: all authorized users have access to the completed evaluations of all subscribing agencies.

Designed, developed, and implemented by the NIH Center for Information Technology (CIT) under the guidance and sponsorship of the Office of Contracts Management, Office of the Director, NIH.

Supports acquisition activities in all fifty states and over 100 foreign countries. **Contains evaluations from the following Federal Departments/Agencies:** Department of Health and Human Services, Department of Agriculture, Department of Treasury, Department of Commerce, Department of Justice, Department of Energy, Department of Interior, Department of Labor, Department of Veterans Affairs, Social Security Administration, Agency for International Development, Environmental Protection Agency, Federal Emergency Management Agency, General Services Administration, Department of Transportation, Department of Education, Department of State, Export-Import Bank and the Architect of the Capital.

Supports evaluations on Research and Development, ADP, A&E, Construction, and Service and Supply contracts. NIH CPS Construction Form approved by CAAC for use by CPS subscribers in lieu of the SF 1420.

System Structure:

- Software required: Web Browser such as Netscape Navigator 4.5 (minimum) or Microsoft Internet Explorer 4.5 (minimum).
- Web based application accessed via the Internet

Security - 3 Levels plus an Internal Audit Table:

- Secure Socket Layer (SSL) encryption
- Database level
- Application level

Application Structure and Help

- Standard and Construction Modules
- **Project Officer/COTR Module**
- **Contractor Module** (Electronic storage of contractors rebuttal/comments and Electronic, encrypted, transmittal of evaluations to and from contractor).
- Management Tools
- Maintenance Tables
- On-line Help and telephone help lines, User Guides, Listserv
- Search Engine
- CPS Info Page with Links to GSA Excluded Parties Listing, etc.
- Multi-Agency User's Group

Data Collected:

- Numerical Ratings and Supporting Narrative on:
 - Quality of Product or Service
 - Cost Control
 - Timeliness of Performance
 - Business Practices
- Comments on Subcontracts/Socioeconomic Goals
- Comments on Key Personnel
- Determination of Commitment to Customer Service

Rating Scale:

- 0 Unsatisfactory
- 1 Poor
- 2 Fair
- 3 Good
- 4 Excellent
- 5 Outstanding

NIH incorporates specific administrative information from the agency's contract management database via the Federal Procurement Data System. This information may include the contractor's name and address, period of performance, contract description, etc.

NIH will customize an agency's module for an additional one-time fee. This is applicable to those agencies who wish to substantially alter the generic structure of the system (e.g. the addition of rating subcategories).

Subscribing agency's logo appears on all printed documents.

Training:

- No Cost to User:
 - Monthly on NIH Campus - Hands on
 - At agency site within DC/Baltimore area
 - Train the trainer
 - Agency pays travel costs at agency site outside DC/Baltimore area

Fees:

- Nominal annual subscription fee based on the number of contracts that will be maintained for the agency in the NIH CPS. *Fees will be stable through FY 2002 at which time they are expected to be reduced significantly.*

Future Enhancements:

- Ad Hoc Reporting
 - Contractor (Corporate) access to Corporate evaluations.
-



Section B

Links

Contractor Performance System (CPS)

Links

Production Database

<https://cps.nih.gov>

CPS Info Homepage

<http://cps.od.nih.gov>

Contractor Registration

<https://cpscontractor.nih.gov>

CPS Support Email

CPS-SUPPORT-L@LIST.NIH.GOV

Section C

**Welcome to the NIH
Contractor Performance
System (CPS)**

Welcome to the NIH Contractor Performance System (CPS)

Inside the CPS:

Database URL for subscribing Government personnel (CO, COD, PO/COTR, AR, OA, SA):

- Production Database: <https://cps.nih.gov>
- Training Database: <http://cpstraining.nih.gov>

Database URL for register Contractor Representatives

- <https://cpscontractor.nih.gov>

The Contractor Representative's DUNS must be registered and active in the CCR **before** registering for access to the CPS. If the Contractor Representative is exempt from CCR, then our office will manually add the DUNS.

CPS Password:

When you are registered to use the CPS, you will receive an email with your login ID and password. You will have a one-time opportunity to change your login ID. At this time you **MUST** change your password.

The password is not case sensitive. The password expires every 90 days, upon expiration the system will prompt you to change your password after you have logged in.

Should you forget either your login ID or password, use the "Forgot your login ID or password?" hypertext located on the system's log in page.

Roles:

Contracting Officer (CO) - Initiates new evaluations, works with Project Officer/COTR to rate and comment on Contractor's performance. Controls the evaluation as it moves through CPS and finalizes the evaluation. The CO can also add the following users:

Contracting Officer Designee (COD) – Responsible for filling in required data on the evaluation for the CO.

Project Officer/COTR (PO/COTR) – Responsible for ratings and comments on Contractor's Performance.

Contractor Representative (CR) – Receives email notification of pending evaluations. Responsible for responding to the Government comments.

Alternate Contractor Representative (ACR) – Serves as back up to the CR. Also receives email notification of pending evaluations **but** does not have a login ID or password.

Agency Reviewer (AR) – Responsible for deciding on the CO's or the CR's behalf when there is a rebuttal.

Organization Administrator (OA) – Responsible for registering/deleting users within their organization and can generate CPS usage reports.

System Administrator (SA) – Responsible for the oversight of the CPS.

Logging in to CPS:

When you first log in to the CPS you will be presented with the message screen. If you are assigned to more than one role, select your role and the message screen will appear.

CPS System Menu Tabs/Application Menu Tabs

After logging into the CPS you will see the browser's menu and tool bar. Additionally, you will see the CPS System Menu Tabs and the Application Menu Tabs. The CPS System Menu Tabs are displayed for every role. The tabs on the Application Menu are displayed based on your assigned role or the role you select if you have multiple roles.

System Menu Tabs (Blue menu bar):

Home – Default tab after you login. This tab is also called the Message Screen.

CPS Info – Link to the CPS Info homepage. User Manuals, ratings and other important documents are posted here.

PPIRS – Link to the Past Performance Information Retrieval System. For access contact your CPS Organization Administrator; access is only granted to

Contracting Officers. Completed CPS evaluations are uploaded weekly to PPIRS.

Support E-mail – You can email the CPS Support Staff regarding problems and errors. Please indicate the exact problem. Error and provide the following information: 1) Contract Number, 2) Task Order Number (if applicable), 3) Report Period Begin/Start Date, and your telephone number.

Change Role – Takes you to the “Select a Role” screen. This is for users assigned to more than one role. NOTE – you can only assume one role per evaluation.

Log Out – This button will allow you to exit the CPS. Upon clicking this button you will be taken to the CPS Log In screen.

Application Menu Tabs (Red menu bar):

Add New Evaluation – Allows CO to enter a new evaluation.

Evaluation Status – Provides the status of all “in-progress” evaluations you have in the CPS.

Search – Allows the CO to search the database (final evaluations only) for source selection.

Your Profile – User information such as email address, name phone, fax numbers, and Login ID. You can also change your password from this tab. **Please remember to keep your profile information up to date.**

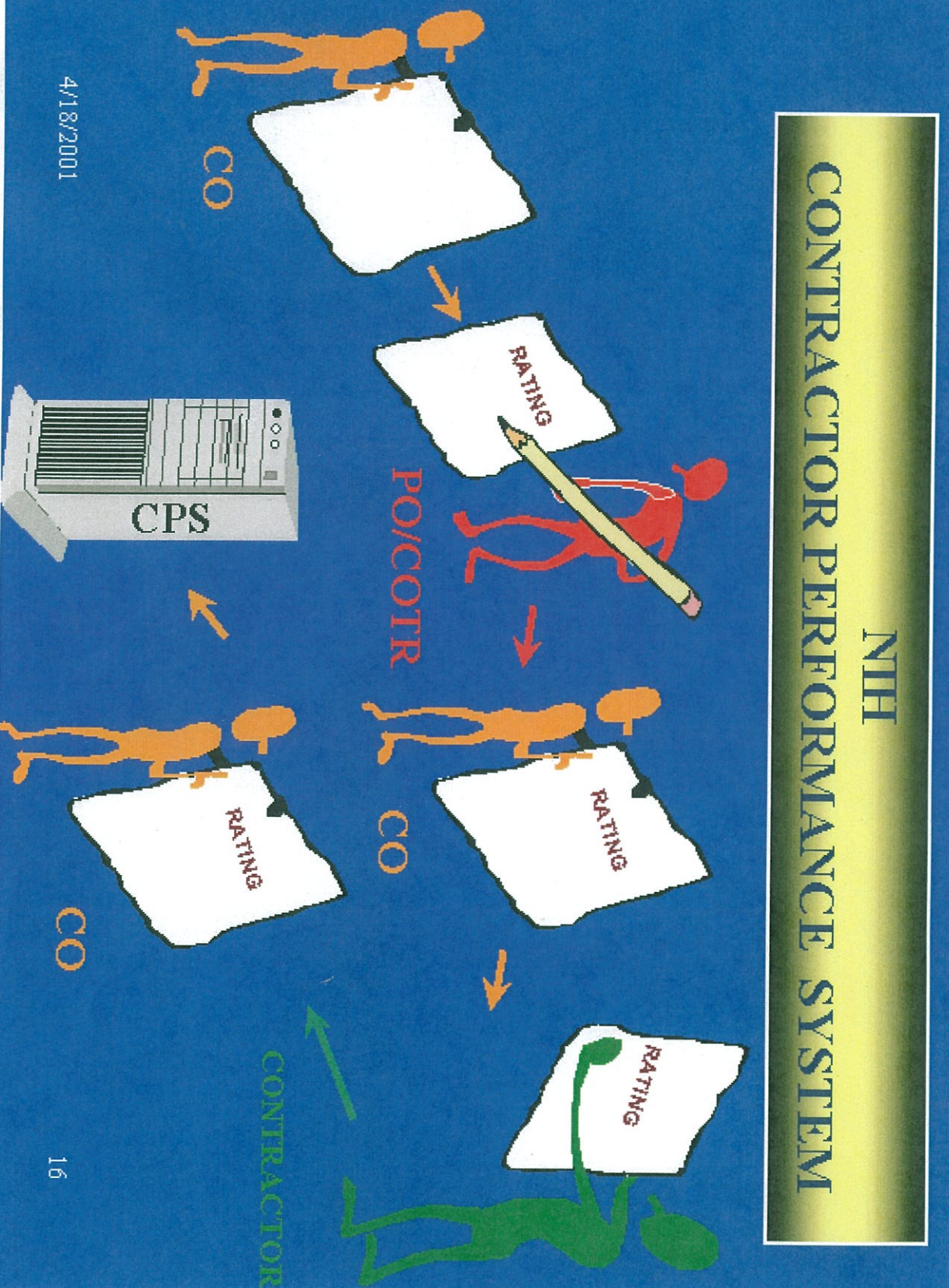
Register User – Add a new user, update/change a user profile or delete a user profile.

CPS Usage Statistics – Run statistical reports for your organization - (OA's only).

Section D

Image of the Electronic Process

Image Flow Chart of the Electronic Process



Section E

Contracting Officer Registering a User (PO/COTR)

Contracting Officer - Registering a User and Assigning the User's Role

Objective: Contracting Officer will register a user and assigned a role (i.e., Project Officer/COTR, Contracting Officer Designee (COD), and Agency Reviewer.

1. Click the "Register User" tab.
2. Click "Add User Profile".
Click "Continue".
3. Fill in the text boxes (asterisks indicate a mandatory field).
Note: The U.S. format is (nnn) nnn-nnnn. If you just type in the numbers, the application will automatically format it for you.

For international numbers the checkbox must be checked. International numbers can only contain numeric, spaces, '+' or '-' and the maximum characters is 16. Do not enter the international access code of 011.

The Login ID must be between 3 and 10 characters. Special characters such as "\$" are not allowed.

The password should be very basic since the user will have to change it when they first log in. We suggest using 12345678. Otherwise the password must be between 6 and 15 characters, containing at least one number.
4. Click "Continue". You will automatically be on the "Assign Administrative Roles".
5. The "Choose Organization" has been set, DO NOT modify this field.
6. Click the down arrow next to the "Administrative Role" text box and select the appropriate role. DO NOT modify "Access Authority"; the application will check the appropriate box.
7. Click the "Assign the Role" button. This registers the user and assigns the role specified. A "Profile update successful" message displays on the Register User main page.

Section F

Electronic Process

Contracting Officer Assigns Evaluation the Project Officer/COTR and Sends the Evaluation to the Contractor for Comments

Objective: Access the system as the Contracting Officer, electronically assigning the evaluation to the PO/COTR to complete the evaluation (ratings/comments).

Part 1 – Contracting Officer

1. Click the "Add New Evaluation" tab.
2. Click the down arrow next to the "Host Agency" text box and select the Host Agency.

The Host Agency is the Agency who awarded the contract.

3. Click the down arrow next to the "Evaluating Organization" text box and select the Evaluating Organization.

The Evaluating Organization is the organization with whom you work (i.e., if you work for an organization that is a component of a larger organization then select the larger organization. For example the US Coast Guard is a component of the Department of Transportation. In this case you would select the Department of Transportation.

4. Click the down arrow next to the "Contracting Office" text box and select your contracting office.

This is the office or component that you work in. If your agency does not have a smaller breakdown then you would select your Department/Agency. In the example above the US Coast Guard would be selected (or a contracting office within the US Coast Guard, if broken down even smaller).

5. Type in the Contract number.
6. Type in the Task Order number if there is one.
7. Type in the Reporting Period Begin and End date (MM/DD/YYYY).

The Reporting Period is the actual period of time that you are evaluating the contractor's performance. Depending on how often an agency decides to perform these evaluations, the evaluation reporting period could be a year, six months, etc.

Most Agencies are doing these evaluations annually on active contractors. There are the "interim" reports. So each year would be a different reporting period. A "final" report is one that is done when the contract is completed (expired). There is a difference of opinion on the reporting period for the final report. Some agencies are evaluating the performance for the entire life of the contract and some are evaluating only the last active period of the contract.

The regulations only identify a need for interim (contract active) and final (contract completed) evaluations. There is nothing to tell us the reporting period for a final evaluation.

8. Select the Evaluation Type.

Interim means during the life of the contract. Final means upon contract expiration or the end of the contract.

9. Select the type of Evaluation Form.

Standard is the default. To select Construction, click on the down arrow and click Construction.

10. Click "Continue". The next screen that appears is the "Assign/Submit" screen.

The information you typed on the prior screen now appears hard coded at the top of the form. If something is incorrect, click the hypertext "Modify Contract Header Info" to correct the information and then click the "Continue" button.

11. The default for the "Government Assignments" section is "Assign to Project Officer/COTR" (CO will add contract data.

12. Click the drop-down list to find the Project Officer/COTR's login information **OR** click on the hypertext "Lookup Project Officer/COTR Login Details".

13. Type in the Contract Manager/Principal Investigator last name and first name.

The contractor manger is the person in the contractor's shop who is responsible for managing a service & supply contract. The principal investigator is the person in the contractor's shop who is responsible for managing a research contract.

14. Scroll down to the "Contractor Comment Assignments" section.

When the Contractor Representative is registered and the system recognizes the Contractor Representative associated with the contract number the application will display two options.

Option 1 – Contracting Officer (Contracting Officer will enter the Contractor's comments for the Contractor Representative)

Option 2 – Select a CR Login listed by DUNS (Contractor Representative will enter the Contractor's comments)

When the Contractor Representative **is not** registered and the system **does not** recognizes the Contractor Representative associated with the contract number the application will display the following:

You cannot select a Contractor Representative at this time because of one of the following reasons:

- 1) There are currently no Contractor Representatives registered for this company.
- 2) The system has not verified the contractor information.

If the contract has not registered, please ask the contractor to register at <https://cpscontractor.nih.gov>.

You will be given an opportunity to re-assign to the contractor, once they have registered by clicking the "Re-Assign to different person" from the Assign/Submit tab prior to entering the contractor comments yourself.

15. Click "Continue". You will automatically be at the first tab "Contract Data".

The information you typed on the "Add New Evaluation" tab now appears hard-coded at the top of the form. If something is incorrect, click the hypertext "Modify Contract Header Info" to correct the information.

16. Fill out the information. The asterisks (*) indicates that the information is required.
17. To complete the contractor's name, address and TIN (if blank) click on the hypertext "Lookup Contractor Info" and type in the contractor's DUNS.
18. Enter the DUNS then click "Display DUNS Information. Select the appropriate DUNS information and complete the remaining required fields.

In most cases the system will display two sets of information.

1. Official DUNS Information - information stored on the CPS DUNS Table, which originates from CCR.
 2. Existing CPS Information – information from an existing evaluation in the CPS.
19. When finished either click on the "Up to Tabs" hypertext or scroll to the top of the form. Click on the "Assign/Submit" tab

By clicking on the next tab the system automatically saves the information you entered on the previous tab/screen. If there are any errors you cannot proceed to the next tab until the errors are corrected or the required data entered.

The PO/COTR's name you are assigning the evaluation to appears beneath the Contract Header Info.

If this is not the correct person, click the hypertext "Re-assign to a different person".

The PO/COTR's names you are assigning the evaluation to appears beneath the Contractor Header Info. Click the "Assign this Evaluation" button.

The system will automatically notify the PO/COTR via email that a performance evaluation has been assigned to him/her.

The evaluation is now in the hands of the PO/COTR and the Contracting Officer cannot change any information until the PO/COTR has completed the evaluation. In circumstances when the PO/COTR is non-responsive, the CO may "Reclaim" the evaluation from the PO/COTR and may complete the evaluation as the CO.

20. Click the "Log Out" button located on the blue menu bar.

Part 2 – Project Officer

Objective: To access the system as the PO/CTR, and respond to an evaluation.

1. Access the system as the PO/COTR.
2. Verify that your user profile is correct, and then click the button “update Profile”.
3. To access the list of evaluations currently assigned to you click on the “Evaluation Status” Tab.
4. To retrieve the evaluation click on the green icon. When the screen appears you will be on the “Contract Data” tab.
5. Click on the “Ratings tab. The asterisks (*) indicates that the information is required.
6. Select a rating and enter your comments for each of the rating categories (Quality of Product or Service, Cost Control, Timeliness of Performance and Business Relations). To view the rating guidelines for each rating category click the “view Rating Guidelines” hyperlink.

If you are evaluating a Fixed Price contract you are not required to give a rating or comment. The system will automatically select the “N/A” option.

7. When finished click on the next tab “Additional Info” and complete the **required** fields.

By clicking on the next tab the system automatically saves the information you entered on the previous tab/screen. If there are any errors you cannot proceed to the next tab until the errors are corrected or the required data entered.

8. When finished click on the next tab “Admin Info”. This information is retrieved from your profile.
9. Click on the next tab “Save/Print”.

This tab displays a hard coded copy of the in-progress evaluation. To print a copy click on the hyperlink “Display Print Version” located at the bottom of the page and then either click on the printer icon on your browser’s tool bar or click “File” and then “Print” from your browser’s menu bar.

10. If you chose not to print the evaluation scroll to the top and click the next tab “Assign/Submit”.

The PO/COTR does have the option to save the evaluation in draft, by exiting the system.

11. Click the “Assign this Evaluation” button.

The system will generate an email to the contracting Officer when the Project Officer/COTR has completed the ratings and comments section of the evaluation.

12. Click the “Log Out” button located on the blue menu bar.

Part 3 – Contracting Officer

Objective: To allow the Contracting Officer to access the system after the PO/COTR's input and then assign the evaluation to the Contractor Representative for review/comment.

1. Login as the Contracting Officer and click on the "Evaluation Status" Tab.
2. Locate the evaluation. Click on the green icon located in the first column to retrieve the evaluation. When the screen appears you will be on the "Contract Data" Tab.
3. If no corrections are necessary, click the next tab "Ratings". Review the PO/COTR's rating and comments; make any necessary changes.
4. Click on the next tab "Additional Info" and review the information and answer the additional required fields.

The Project Officer/COTR does not complete the questions on small business. The Contracting Officer **must** address these questions before the evaluation can be send to the Contractor Representative.

5. Click on the next tab "Save/Print".

This is a hard-coded copy of the **in-progress** evaluation. To print a copy click on the hypertext "Display Print Version" located at the bottom of the page and either click on the printer icon on your browser's tool bar or click "File" and then "Print" from your browser's menu bar. After printing a copy close the window for the print version.

6. If you chose not to print the evaluation scroll to the top and click the next tab "Assign/Submit".
7. The Contractor Representative's name you are assigning the evaluation to now appears beneath the Contract Header Info.
8. Click the "Assign this Evaluation" button.

The system will automatically generate an email to the Contractor Representative, Alternate Contractor Representative, and the Contracting Officer when the assignment has been made.

The contractor has thirty (30) days to submit comments (FAR 42.15). The system starts counting the days from the date on the first e-mail notifying the Contractor.

The system will automatically generate an e-mail reminding the Contractor Representative, Alternate Contractor Representative and the Contracting Officer that the comments have not been submitted when twenty (20) days have elapsed.

If the contractor cannot complete the review in thirty days, the CO must be notified in order to extend the due date.

If the contractor misplace the PIN and cannot access the evaluation, he/she must contact the CO and request that a new PIN be regenerated.

If comments are not submitted in the thirty-day review period, the system automatically "finalizes" the evaluation for use in the Federal contract award process. A comment is automatically entered adjacent to every Federal comment, that "Comments were not submitted by the contractor".

9. Click the "Log Out" button located on the blue menu bar.

Part 4 – Contractor Representative

Objective: To access the system as the Contractor Representative. The Contracting Officer provides the Contractor electronic access to the evaluation allowing the Contractor to review and comment directly on the ratings. The comments are then electronically incorporated into the evaluation.

1. Access the system as the Contractor Representative and click on the “Evaluation Status” tab.
2. To locate the list of evaluations currently assigned to the Contractor Representative, click on the “Evaluation Status” tab.
3. Locate the evaluation, type in the PIN.
4. Click the green icon to retrieve the evaluation. You will be at the first tab labeled “Contract Data”.
5. Click on either the “Ratings” tab or the “Your Comments” tab. Enter the Contractor comments or click the box if the Contractor has elected not to comment. You may navigate through the “Additional Info” and the “Admin Info” tabs to see additional information the Government entered.

The Contractor can enter their comments two ways, 1) clicking on the “Ratings” Tab or 2) clicking on the “Your Comments” Tab.

When using the “Ratings” tab, the Contractor can view the ratings/comments that were entered by the Government.

The Government ratings/comments are not available under the “Your Comments” tab.

6. Click on the next tab “Save/Print”.

This is a hard-coded copy of the **in-progress** evaluation. To print a copy click on the hypertext “Display Print Version” located at the bottom of the page and either click on the printer icon on your browser’s tool bar or click “File” and then “Print” from your browser’s menu bar. After printing a copy close the window for the print version.

7. If you chose not to print the evaluation scroll to the top and click the next tab “Assign/Submit”.

The Contractor Representative does have the option to save the evaluation in draft, by exiting the system.

8. Click the “send Comments Back” button.

The Contracting Officer’s name you are assigning the evaluation to now appears beneath the Contract Header Info.

9. Click the “Log out” button located on the blue menu bar.

Part 5 – Contracting Officer

Objective: Access the system as the Contracting Officer after the Contractor has responded to the evaluation.

1. Access the system as the Contracting Officer and click on “Evaluation Status” tab.
2. Locate the evaluation and click on the green icon located in the first column to retrieve the evaluation. When the screen appears you will be at the “Contractor Data” tab.
3. If no corrections are necessary, click the next tab “Ratings”. Review the Contractor’s comments.

The Contractor’s comments are displayed beneath the Government’s comments. The comments are hard-coded; if changes are required the Contracting Officer can re-assign the evaluation back to the Contractor.

4. When finished click on the next tab “Additional Info” and Admin Info”.
5. Click the next tab “Save/Print”.

You have the option of re-assigning the evaluation back to the PO/COTR for review **or** the Agency Reviewer (if you and the Contractor Representative cannot agree on the ratings) **or** back to the Contractor Representative for revising.

6. Click the button “Finalize this Evaluation”.

A finalized evaluation is set into the database for all subscribing Contracting Officers to access for source selection. The system will automatically notify the Contractor Representative by email when the complete (finalized) evaluation is available. The Contractor Representative has on-time access to the completed (finalized) evaluation.